Installation Guide for

SSCR for Windows

Release 3.0

U.S. Department of Education

F E D E R A L
STUDENT AID

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Introduction

Preface

SSCR for Windows is a multi-year application designed to help you electronically certify borrowers' enrollment status and update student information on the National Student Loan Data System (NSLDS). The SSCR software is non-award year specific, so you do not need to install a new version each year as you currently do with other U.S. Department of Education software such as EDExpress for Windows.

SSCR Features

SSCR includes the following features:

- The ability to certify borrowers' enrollment status and update student information on NSLDS by updating SSCR (Student Status Confirmation Reporting) Rosters and returning them to NSLDS

- Enhanced query functions (for example, predefined queries, ability to modify existing queries, and value help specific to the selected query field)

Access 2002

SSCR uses a Microsoft Access 2002 database framework. Note the following:

- Access 2002 software databases are compatible with all currently supported Microsoft Windows operating systems, which include Windows 98, Windows 2000, Windows Me, and Windows XP.

- You do *not* need any version of Microsoft Access (97, 2000, 2002, or 2003) installed on your PC to use current or future releases of SSCR.

- You cannot open or view the SSCR database using a version of Microsoft Access other than Access 2002. Microsoft Access 2002 databases are incompatible with other versions of Access.

We continue to strongly discourage users from viewing and manipulating any EDESuite software database using Microsoft Access. Making changes to the database using Microsoft Access can potentially cause damage to the database structure and proper software functionality, and limit our ability to support problems you may encounter as a result.

If you choose to access any Department of Education software database using Microsoft Access, ensure you are viewing a copy of the database file and not your live, production database file. Also, ensure you have a safe, reliable back-up of your software databases created before using Microsoft Access to access live or back-up copies of your software databases.

Important Installation Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you receive a warning when you try to install SSCR. After an Administrator has installed SSCR, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. We have no workarounds for these Windows rights issues. Consult with your school's technical department if you receive a warning that an Administrator must install the SSCR software.

SSCR Release 3.0 Enhancements

Section 508 Compliance

SSCR Release 3.0 contains updates to software grids, field labels, and help text to ensure compatibility with screen reader technology used by the visually impaired to comply with Section 508 of the Rehabilitation Act.

Screen reader software cannot interpret color shading in SSCR software entry fields or directly read the contents of software grid cells. To accommodate these restrictions, Release 3.0 users will notice the following major changes:

- All software fields that are shaded yellow to indicate they are required will now also display a "-R" after the software label. The "-R" indicates the field is required.

- All software fields that are shaded blue after a previously saved value has been modified will now also display a "-C" after the software label. The "-C" text indicates the field has been changed. If the change is made to a field that is shaded yellow, the "-C" text will replace the "-R" text after the label.

- All software grids now display "floating" text descriptions of the contents of grid cells when cells are selected. The text appears one cell above (or one cell below, for cells in the first line of a grid) the selected cell. The text lists Row number, Column title, and (if applicable) the current Value. Clicking once in a cell, or using the Tab key or arrow keys to move to a cell, displays the text. Clicking a second time, or using the Tab key or arrow keys to move from a cell, hides the text.

Note: Users will always see the "-R" and "-C" labels added to software fields. Also, "floating" text is always enabled for the SYSADMIN user ID and always appears on the Startup Information dialog box. However, the floating text can be enabled or disabled on other grids for specific users by selecting or clearing the new **Enable 508 Grid Functionality?** checkbox on the Security Users dialog box.

Import

The following enhancement has been made to SSCR import functionality:

- **Logic Added to Automatically Rename Import Files.** SSCR automatically backs up your files rather than prompting you to back them up when 1000 files of the same message class already exist in the import or export directory. If SSCR determines that 1000 files of the same message class already exist, the software creates a backup subdirectory called "BACKUP" in your existing data directory (C:\NSLDS\FILES is the default data directory) and automatically moves the files into it. This prevents previously imported or exported files from being overwritten when you import or export new files.

Export

The following SSCR Release 2.0 export issue and enhancement are implemented in Release 3.0:

- **Export now Populates the Transmission Queue.** SSCR now fills the EDconnect transmission queue with SSCRXXIN or SSCMXXIN files you have exported if the "Export to EDconnect?" checkbox is selected for your user ID in Security Users setup.

- **"Automatically Transmit?" Feature Available**. SSCR will automatically begin transmitting exported files from the transmission queue if you have checked the "Automatically Transmit?" checkbox in setup (in addition to the "Export to EDconnect?" checkbox).

Upgrading from Release 2.0 to Release 3.0

If you are currently updating an SSCR Roster in the last official SSCR release, Release 2.0, you should complete your updates to the SSCR Roster file (including resolving any error records you may have received) in Release 2.0. After processing is completed on your latest SSCR roster, you can uninstall Release 2.0 from your system and install Release 3.0.

EDconnect

The Student Aid Internet Gateway (SAIG) is ED's information highway, linking members of the financial aid community with Federal Student Aid (FSA) and the Title IV Application Systems. FSA provides the EDconnect software to make it possible to send and receive data through the SAIG.

You can download the *SAIG Desk Reference for EDconnect* and *EDconnect Installation Guide* from the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site located at fsadownload.ed.gov.

Using this Installation Guide

Use the instructions contained in this Installation Guide to install the SSCR software on your computer or local area network (LAN).

In this guide, you will find information on hardware and software requirements, estimating the amount of hard disk space you will need on each computer, LAN compatibility issues, and how to get help.

See "Installation Instructions" in this guide for additional instructions.

Installation Instructions

Installation Process

This section of the Installation Guide provides you with step-by-step instructions for downloading and installing SSCR on a single-user system.

We provide instructions for network system installations in the "Local Area Network (LAN) Information" section of this guide.

Other topics included in this section are:

- Default folder creation with installation

- FSAdownload Web site

- Downloading documentation and software from the FSAdownload Web site

- Installing the software

- Installation log

- Changing the database path for SSCR

- Uninstalling the software

Folder Creation

The installation process automatically creates the following folder for SSCR Release 3.0 files on your local hard drive:

C:\Program Files\EDESuite\SSCR for Windows

The installation program assumes that the C: drive is your local hard disk, but you can change the drive letter if necessary. Also, you can use a different name for the folder.

Caution: You can change the default folder location and name during installation. If you do modify the folder location and name, you must remember to change the new folder location and name during the installation process for each SSCR software update you receive for enhancements to be loaded properly.

FSAdownload Web Site

You can download the SSCR software in two formats from the FSAdownload Web site located at fsadownload.ed.gov. You can download the entire software in one file, called **SSCR_R3X.exe**, where "3X" is the release number (for example, SSCR Release 3.0's single install file is called **SSCR_R30.exe**). Alternatively, you can download the software in separate installments, which you can copy to a network drive, CD, or Zip drive. You cannot use floppy disks because they do not have enough storage space.

See "Downloading Software from the FSAdownload Web Site" in this guide for more details.

Caution: Before you install SSCR, make sure you close all Windows applications.

Installation Steps at a Glance

Step	Action	Reference
1	Download all supporting documentation from the FSA Web site at fsadownload.ed.gov.	Read "Downloading Documentation from the FSAdownload Web Site" for instructions.
2	Download the software from the FSA Web site at fsadownload.ed.gov.	Read "Downloading Software from the FSAdownload Web Site" for instructions.
3	Install the software.	Read the "Installing the Software on a Single-User System" section for instructions.

Downloading Documentation and Software from the FSAdownload Web Site

You can download FSA software from the Internet on ED's Federal Student Aid Download (FSAdownload) Web site located at fsadownload.ed.gov. This site also houses FSA documentation such as the SSCR Desk Reference, Installation Guide, and Cover Letter for easier and more efficient use of SSCR.

Sample Download Times

The amount of time it takes to download a file depends on the file size and the speed of the Internet connection. If you do not have a direct connection to the Internet, we recommend a 56 kbps modem at a minimum.

The table below shows approximate download times for various file sizes and connection speeds. The actual times vary depending on the type and quality of your Internet connection.

Download Speed	1 Megabyte	5 Megabytes	10 Megabytes
33.6 kbps	5 min.	25 min.	51 min.
56 kbps (53 kbps)	3 min.	16 min.	32 min.
768 kbps or higher (typical for cable modems and DSL)	15 sec. or less	1 min., 15 sec or less	2 min., 30 sec or less
1.5 mbps or higher (typical for T1 lines)	7.5 sec. or less	37 sec. or less	1 min., 15 sec. or less

Getting Help

Some organizations block their staff from downloading programs from Internet sites.

- If you are having trouble downloading (for example, you are prompted for a user ID and password or just cannot download), try again later.

- If you are still unable to download, contact your technical support staff to ensure you have full download rights.

Downloading Documentation from the FSAdownload Web Site

You can download FSA documentation from the Internet in Adobe PDF (Portable Document Format) format.

The following types of documentation are available to download for SSCR:

- Cover Letter

- Installation Guide

- Desk Reference

Each document has the date it was posted, file size, and approximate download time. However, the length of time it takes to download a paper document depends on the speed of your Internet connection.

To Download Documentation

1. Go to the address field located at the top of your browser's screen and type fsadownload.ed.gov. You may need to press the **Enter** key or click the **Go** button.

2. Click the **Software and Associated Documents** link.

3. Click **SSCR for Windows Release X** (where X is the release number) to the left of this description. You are taken to the download site.

4. Choose the type of documentation you want to download by clicking the appropriate **PDF Format** link associated with the file.

5. If you would like to save a copy of the document to your system click **File**, **Save As** from the browser menu bar. Select a location on your computer, and then click the **Save** button to save the file. If **Save As** is not available, you can also click the diskette button to select a location to save the file to your computer. The Web site is designed to give the file a default name; however, you can choose another name for the file.

6. After the document is downloaded, go to the saved location and double click the file to open and print it.

Downloading Software from the FSAdownload Web Site

We distribute SSCR and its related documentation through the Internet using the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site, fsadownload.ed.gov. SSCR is available in two formats. You can download the entire program in one file (**SSCR_R3X.exe** [where "3X" is the release number]), or in separate installments, which can be copied to your hard drive, a network drive, CD, or Zip drive.

To Download the Software as One File

1. Go to the URL (Uniform Resource Locators) field located at the top of your browser's screen and type fsadownload.ed.gov.

2. Click the **Software and Associated Documents** link.

3. Click the **SSCR for Windows Release X** (where X is the release number) link. You are taken to the download site.

4. Click the **Full Download** link in the software section to download the program as a single file. If you are given the option to **Run this program from its current location** or **Save this program to disk**, select **Save this program to disk**.

5. Select the download location and click **Save**.

    Note: You can save the file to your hard drive, network drive, CD, or zip disk. You cannot use floppy disks because they do not have enough storage space.

    Note: The length of time it takes to download the software depends on the speed of your Internet connection.

6. After the file is downloaded, go to the saved location and double click **SSCR_R3X.exe** (where "3X" is the release number) to extract the file and install SSCR.

Note: See "Installing the Software on a Single-User System" or "Installing the Software on a Network."

To Download the Software in Separate Installments

1. Go to the URL field located at the top of your browser's screen and type fsadownload.ed.gov. You may need to press the **Enter** key or click the **Go** button.

2. Click the **Software** link on the left-hand side of the page.

3. Click the **SSCR for Windows Release X** (where X is the release number) link. You are taken to the download site.

4. Click the **Disk 1** link in the software section to download the program as a single file. If you are given the option to **Run this program from its current location** or **Save this program to disk**, select **Save this program to disk.**

5. Select the download location and click **Save**.

   Note: The length of time it takes to download the software depends on the speed of your Internet connection.

6. After the download of Disk 1 is finished, click **Disk 2**. Save Disk 2 to the same location as Disk 1.

7. Click each succeeding disk until they have all been saved to the same location on your computer.

8. After the software disk files are downloaded to your computer, go to that location, double-click **disk1.exe**, and unpack it to the same folder where the other disks were downloaded. Disk 1 is a self-extracting zip file. Then double-click **setup.exe** to install the software.

Note: See "Installing the Software on a Single-User System" or "Installing the Software on a Network."

Installing the Software on a Single-User System

Downloading the software from fsadownload.ed.gov does not install it. After downloading SSCR to your computer, you must install it. For installing the software on a LAN, see "Installing the Software on a Network" in this guide.

Important Installation Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you receive a warning when you try to install SSCR. After an Administrator has installed SSCR, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues. Consult with your school's technical department if you receive a warning that an Administrator must install the SSCR software.

Installation Options

You can install SSCR to a standalone PC using one of two options:

1. **Stand Alone Full.** Use this option when you are installing SSCR Release 3.0 to a single, non-networked computer for the first time.

   Warning for Subsequent Installations: Use caution when using the Full installation option. The program overwrites your existing SSCR database (sscr30.mdb) and any annotations you may have made to online Help.

2. **Stand Alone Custom.** Use a Custom installation in one of two ways on a single non-networked computer.

   - If you have already installed a full release of SSCR, you can use this option to add a particular file or files; for example, database (*.mdb) files, and Help (*.hlp) files. This option leaves all other database and system settings intact (unless you select *.mdb files).

   - To upgrade SSCR, choose the Custom installation option and select all files except your existing database files (*.mdb).

     Note: For SSCR for Windows, Release 3.0, Full installation is the default selection.

Steps to Install

1. Be sure all Windows applications, including screen-savers and e-mail notifiers, are closed.

2. If you downloaded the **SSCR_R3X.exe** file (where "3X" is the release number) from the FSAdownload Web site, go to the location of that downloaded file.

3. Double-click the file to open and install it. The file decompresses itself into a temporary folder (usually "c:\temp") and continues the installation from there.

4. SSCR asks you a series of questions during the installation. The default answer for each question is already selected for you. Under normal circumstances, you should accept the default answer.

    – If the default answer is correct, click **Next** to go to the next installation screen.

    – You can change the default folder location and name during installation. If you do modify the folder location and name, you must remember to change the new folder location and name during the installation process for each SSCR software update you receive for enhancements to be loaded properly.

    Note: You must click **Yes** if you receive a message asking if you want to overwrite any read-only files when installing SSCR.

5. Continue this process until you reach the last installation screen, which prompts you to click the **Finish** button.

6. You are prompted to restart your computer to complete the installation.

When the SSCR installation process is complete, your Start menu is updated and displays an icon for SSCR for Windows. However, desktop icons are not created automatically. If you have an existing desktop shortcut pointing to SSCR Release 2.0 or an earlier release, you should update the shortcut's properties to point to the SSCR Release 3.0 executable file (**SSCR30.exe**).

Installing Subsequent Releases

When you install an update release of the SSCR software (for example, Release 3.0 to Release 3.1), which may be posted to resolve software issues, a special process updates the database. The update process occurs the first time SSCR is initialized after installing the software upgrade. It runs only once, whether on a stand-alone or network database. If there are no updates to the database, this update does not occur.

Note: See "Installation Options" of this installation guide for more information about installing subsequent releases.

Windows Installation Log

When you first install SSCR Release 3.0, an installation log is created in the Windows directory of the workstation (for example, **C:\Windows**) named **SSCR3x.log**. The SSCR installation log is updated during each installation and contains a detailed record of all files affected during the installation of SSCR.

The information tracked in the installation log includes the SSCR installation directory, the Windows directory, the Windows system directory, whether or not a CD-ROM is available, screen resolution, disk space available, boot drive, install engine, extended memory, and information about files before and after installation. This information can be helpful to users and to CPS/SAIG Technical Support in researching software issues that may occur.

Changing the SSCR Database Path

You can change the SSCR database path from within the SSCR software.

To Change the Database Path

1. Open SSCR and select **Help, System Information**.

2. Click the **Files Information** tab.

3. Click the **Registry** button.

   − A Registry Viewer application displays with a split view.

   − In the left frame, you see a tree-style view, and in the right frame, you see a list-style view with two fields: **Name** and **Value**.

   − In the left window, click "3.0" under SSCR.

     • If you do not see the "3.0" label in the left window, left click the + (plus sign) next to SSCR, then click the "3.0" label.

     • If you do not see the "SSCR" label in the left window, left click the + (plus sign) next to EDESuite, then click the "SSCR" label, and lastly, click the "3.0" label.

4. On the right side of the split screen, find **Database** under the **Name** field, click it, and select **Edit, Edit** from the menu bar.

   − A New Registry Value dialog box appears with two edit boxes.

   − One box is labeled "Name" (which is disabled), and the other box is labeled "Value."

5. Enter your new database path in the **Value** field. Include the full path and database name (sscr30.mdb) exactly as it appears in Windows Explorer, with uppercase and lowercase letters.

6. Press **Enter** or click **OK**.

7. A message appears indicating that the registry value is saved. Click **OK**.

8. Exit the **Registry Viewer** by going to **File, Exit**.

9. Click **OK** to exit the System Information dialog box.

10. **Exit** the SSCR software.

The next time you start SSCR, you will connect to the database using the new database path. You can confirm your connection to the new database by viewing the current database name and location in the status bar on the bottom of the main SSCR window.

Uninstall

To uninstall SSCR, click **Start**, **Programs** from your Windows desktop and select **EDESuite**, then **SSCR for Windows**, to see an icon for the **SSCR for Windows Uninstall** utility.

Warning: If you are running SSCR on a stand-alone PC, the Uninstall process deletes your current SSCR database, all executable files, and all Dynamic Link Library (DLL) files, as well as icons created during the installation of the SSCR software from the Start menu and the software's program group. Do not run the Uninstall process unless you are sure you want to delete these files from your PC.

If your SSCR database is installed on a LAN, running the Uninstall utility deletes all SSCR files and icons from your workstation, but does not delete the SSCR database on your network.

To Uninstall SSCR

1. Click the **SSCR for Windows Uninstall** icon. A prompt asks if you are sure that you want to completely remove the application and all of its components.

2. Click the **Yes** button.

3. Click **OK**.

Warning: Do *not* uninstall the SSCR software before performing a Custom installation.

Getting Started

Logging In for the First Time

The first time you start SSCR, the Startup Information box displays, warning you that you must establish your Assumed Code for School (OPE ID) in setup. Step-by-step instructions are provided on how to set up your Assumed Code for School (OPE ID), as well as User ID and Password.

Startup Information Box

The first time you launch SSCR, you see the **Startup Information** box. This box displays various messages, warnings, or errors. One of these messages alerts you to establish your Assumed Code for School.

See "Setting Your Assumed Code for School (OPE ID)" for step-by-step instructions.

To View and Close the Startup Information Box

1. The first time you access SSCR, the **Startup Information** box displays.

2. Review the messages, warnings, or errors displayed.

3. Click **Close** or press **Enter** to close the **Startup Information** box.

New for Release 3.0! For compliance with Section 508 of the Rehabilitation Act, the Startup Information dialog box grid displays floating text descriptions of the contents of grid cells when cells are selected. The text appears one cell above (or one cell below, for cells in the first line of a grid) the selected cell. The text lists row number, column title, and (if applicable) the current value. Clicking once in a cell, or using the Tab key or arrow keys to move to a cell, displays the text. Clicking a second time, or using the Tab key or arrow keys to move from a cell, hides the text.

Floating text cannot be disabled for the Startup Information dialog box, although it can be enabled or disabled on other grids for specific users by selecting or clearing the **Enable 508 Grid Functionality?** checkbox in the Security Users dialog box.

User ID and Password

Each time you start SSCR, you must enter a valid user ID and password.

For system security, SSCR requires a unique user ID and password for each user.

To access SSCR for the first time and establish your new password:

1. Type in the default user ID, **SYSADMIN**.

2. Type in the default password, **SYSADMIN**.

3. Type a **new password** in the New Password box. You must change the default password by typing a new one in this field.

    − You can enter up to eight alphanumeric characters.

4. Type the **new password** again in the Verify Password field.

    − The New Password and Verify Password must be the same.

5. Click **OK** to log in.

Note: The SYSADMIN user ID should be reserved for system administrator functions. All users should have a unique user ID and password for logging into SSCR.

Only the System Administrator can add or delete users and user passwords in SSCR.

New for Release 3.0! The first time you log in, the default user ID and password is SYSADMIN. The system then prompts you to change the default password by entering a new password and verifying it. Floating text is always enabled for the SYSADMIN user ID and always appears in the Startup Information dialog box. To disable the floating text, select **Tools**, **Setup**, **Security Users** from the menu bar and create a new user ID and password. Exit the software, and then log in again with your new user ID and password.

For all users other than SYSADMIN, floating text is disabled by default. To enable it, select the **Enable 508 Grid Functionality?** checkbox in the Security Users dialog box.

Refer to the topics "How Do I…? Add a User ID" and "How Do I…? Modify a User ID?" within the online Help for information on setting up user IDs and passwords for your staff.

After you enter your new password, set up your Assumed School Code. See "Setting Your Assumed Code for School (OPE ID)" on the next page for step-by-step instructions.

Setting Your Assumed Code for School (OPE ID)

The first time you use SSCR you see the warning "Assumed Code for School (OPE ID) is not defined in Setup." Before you can use SSCR, you must go to System setup and define your Assumed Code for School (OPE ID). You cannot import and export data unless you have defined this code in Setup.

Follow the steps below to set your assumed school code.

To Set Your Assumed Code for School

1. Select **Tools, Setup, System**.

2. Enter your OPE ID code.

3. You can set up the other options on this screen. When you have finished, click **OK**.

Resetting Your User ID and Password

If you have forgotten your password, you can have your SSCR administrator give you a new one using the Security Users function.

To Access the Security Users Function

1. Select **Tools** on the menu bar.

2. Select **Setup**, **Security Users**.

If you are the SSCR administrator and you have forgotten your password, contact CPS/SAIG Technical Support for help with resetting the password for the default SYSADMIN user ID.

All SSCR users, especially SSCR administrators, should record their user IDs and passwords and keep them in a safe place.

System Requirements

Hardware and Software Requirements

The Student Assistance General Provisions regulations in 34 CFR 668.16(o) provide, in part, that to be administratively capable an institution must participate in electronic processes designated by the Secretary. These processes were first identified in a notice published in the *Federal Register* on September 19, 1997. In that Notice, we also provided information regarding the hardware and software requirements needed for an institution to participate in the designated electronic processes.

Because of advances in technology we updated the hardware and software requirements in the *Federal Register* Notice published on December 22, 2000 and, most recently, in the *Federal Register* Notice published in September 2004.

The September 2004 notice updates the designated electronic processes that institutions must participate in and the software and hardware requirements (presented as a minimum system configuration and an optimal system configuration) that institutions should meet to participate in these processes. The full September 2004 notice is available on the IFAP Web site at ifap.ed.gov/fregisters/FR09142004.html. Additional details and frequently asked questions (FAQs) regarding the new requirements are also available on IFAP at ifap.ed.gov/dpcletters/GEN0408.html.

The following minimum and optimal hardware and software configurations are required for SSCR Release 3.0 users, per the September 2004 notice:

	Minimum Configuration	**Optimal Configuration**
IBM or Fully IBM-compatible PC	1.2 GHz Processor	2.8 GHz/333 MHz PC
	512 MB RAM	1 GB RAM
	60 GB Hard Drive	80 GB Hard Drive
	48x CD-ROM Drive (CD-RW recommended)	48x CD-ROM Drive (CD-RW recommended)
	Windows-compatible keyboard and mouse	Windows-compatible keyboard and mouse
Monitor and Video Card	Capable of SVGA (Super Video Graphics Video Graphics Adapter) resolution, 800 x resolution (800 x 600) or higher	Capable of SVGA (Super Video Graphics Video Graphics Adapter) resolution, 800 x resolution (800 x 600) or higher
Internet Connection*	56 Kbps modem (meets High-speed Internet or is upgradeable connection [for example, to V.90 standard])	High-speed Internet or is upgradeable connection (for example, to V.90 standard or DSL).
Printer	Laser printer capable of printing on standard paper (8.5" x 11")	Laser printer capable of printing on standard paper (8.5" x 11")
Operating System	Windows 2000 or Windows XP Professional recommended (FSA will support Windows 98/98SE/ME only until June 30, 2006).	Windows 2000 or Windows XP Professional recommended (FSA will support Windows 98/98SE/ME only until June 30, 2006).

*A connection to the Internet is necessary to access the Information for Financial Aid Professionals (IFAP) Web site located at ifap.ed.gov, and the FSAdownload Web site located at fsadownload.ed.gov. While we include "high-speed Internet connection" only in the Optimal Configuration, we encourage institutions to consider moving away from a dial-up connection if they intend to submit or receive large amounts of data. This significantly reduces transmission time and increases the probability of an uninterrupted transmission session.

Although all of the electronic processes included in the notice can be performed using the minimum configuration, we strongly recommend the optimal configuration if your school sends (transmits) and receives 4,000 or more records in an XML document (batch). We make this recommendation because XML file formats require greater storage and computing power.

You should also have the following hardware and software:

- Windows-compatible keyboard (for example, IBM enhanced 101 or 102 keyboard)

- Microsoft-compatible mouse

- Microsoft Internet Explorer version 5.5 or higher

LAN Hardware and Software Recommendations

In addition to the configuration recommendations outlined in the "Hardware and Software Requirements" section, the following hardware and software components are recommended for running SSCR in a LAN environment:

- Network Operating System: Novell NetWare versions 3.12 or above or 4.11 or above, Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2003 server

  Note: Novell NetWare versions 3.12 and 4.11 are separate products.

- 16 megabit/sec transfer rate on the network for token ring, 10 megabit/sec transfer rate on the network for Ethernet, or the maximum transfer rate your network topology supports

Refer to "Hardware and Software Requirements" for a complete listing of the general hardware and software required for SSCR.

Recommended Items to Consider

We strongly encourage you to use the following additional tools to assist you in managing and protecting your financial aid data:

- Backup system (for example, a Zip drive) to store your data (we recommend that you test your backup data regularly to make sure it's working)

- Power supply backup or surge protectors

- Phone line surge protector

- Virus scan software

Estimating Hard Disk Space

The following information gives you an estimate of how much hard disk space is required for each ED software product and for certain types of records.

To find out the approximate total space required, add together the amounts shown for each ED software product and the types of records you are using. You should also take into account other software products installed on your PC. For example, the total space required for 5,000 ISIR, National Student Loan Data System (NSLDS), Packaging, Pell, and Direct Loan records using all of the software products listed is approximately 119 MB.

Each software product requires the following space:

Product	Size
EDExpress for Windows	16 MB
EDconnect for Windows	15 MB
DL Tools for Windows	5 MB
SSCR for Windows (with 300 records)	6 MB

Each set of 5,000 records requires the following space:

Record	Size
ISIR	16 MB
NSLDS	7 MB
Packaging	3 MB[*]
Pell	2 MB[**]
Direct Loan	49 MB[***]

[*] Includes only ISIR data imported into Packaging, for example, no budgets added, no records packaged, etc.

[**] Includes two anticipated disbursements per origination record

[***] Includes origination records only; no disbursements

Local Area Network (LAN) Information

Installing the Software on a Network

Installation Options

You can install SSCR to a LAN using one of three options:

1. **Network Server.** Use this option when you are installing SSCR Release 3.0 to a network for the first time. The Network Server option only installs the SSCR database to a network location. It does not install the SSCR program files.

   Warning for Subsequent Installations: Use caution when using the Network Server installation option. If you already have an SSCR database (sscr30.mdb) in the same network location, the Network Server option overwrites the database and you will lose all existing student data.

2. **Workstation Full.** Use this option when you are installing SSCR Release 3.0 on a workstation that will be used to access a server-based copy of the SSCR database.

3. **Workstation Custom.** Use this option when you are installing an upgrade release of SSCR to a workstation that is used to access a server-based copy of the SSCR database. If you have already performed a Workstation Full installation of SSCR, you can also use the Custom option to add the Help files (*.hlp) if you did not select them during the original install. The Workstation Custom option leaves all other database and system settings intact.

Important Installation Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you receive a warning when you try to install SSCR. After an Administrator has installed SSCR, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues. Consult with your school's technical department if you receive a warning that an Administrator must install the software when you try to install SSCR.

Installation Instructions

Follow the instructions in this section for installing SSCR on a network. For example,

- If you are installing SSCR for the first time, follow the steps provided in "First Time Network Installation."

- If you are installing SSCR after you have created data in the database, follow the instructions provided in "Subsequent Network Installation."

When you perform a workstation installation, the executable file for SSCR (**SSCR30.exe)** and all other program files are installed to a workstation's local hard drive. Do *not* install the program files to your server.

The installation modifies all SSCR program group icons in your Windows Start Menu folder to point to the executable file on your local hard drive.

Installing this file to the workstation's hard drive rather than the network file server improves the speed and performance of the software because SSCR uses the combined resources of the workstation and the file server instead of those of the file server alone.

Follow the instructions on the next page to install SSCR to a LAN.

Note: The SSCR software can be installed in Safe Mode, if necessary, but it cannot be run in Safe Mode.

Note: Be sure that all Windows applications, including screen-savers and e-mail notifiers, are closed before you proceed with this setup.

First Time Network Installation

To Install the Software on a Network for the First Time

1. Select the Network Server installation option to install the SSCR Release 3.0 database (**sscr30.mdb**) on your network.

2. Enter the network server location where you want to install the SSCR Release 3.0 database. You can type the path or click the **Browse** button to select a location.

3. Follow the prompts provided by the installation program.

4. After the Network Server installation is complete, perform a **Workstation Full** installation on *all* workstations that will access the server-based copy of the database for this release of SSCR. The Workstation Full option installs all program files, including the executable file (**SSCR30.exe**), to your local hard drive.

   Note: The Workstation Full installation option prompts you for the location of the database installed during the Network Server installation (step 2). Be sure you know the location of the SSCR database on your network before performing a Workstation Full installation.

Additional Instructions

You are prompted with two questions during a **Workstation Full** installation:

- The installation program first prompts you to enter the location of the SSCR database on the server. This question is asking where your database is located on your network, not where you want SSCR installed on the workstation.

- After the software has located the database, the software asks you where you want to install the SSCR program files. Your response should be the default location, **C:\Program Files\EDESuite\SSCR for Windows**, or another local designation.

Subsequent Network Installation

To Install the Software on a Network Where the Software Is Already Installed

1. Do *not* use the **Network Server** installation option for a subsequent network installation of SSCR Release 3.0 or an upgrade release. The **Network Server** installation option is only for users installing SSCR Release 3.0 to a network file server for the first time. Choosing this installation option installs an empty SSCR database file (sscr30.mdb) on the network file server, overwriting any existing database.

   If you do select the Network Server installation option for a subsequent network installation of SSCR, the installation program alerts you that SSCR Release 3.0 has already been installed in the specified directory and asks if you want to overwrite the existing release. Select **No**.

2. Click the **Workstation Custom** installation option.

3. When prompted, select the components you want to install.

4. When prompted, provide the location of your SSCR Release 3.0 database (sscr30.mdb). Follow this and other prompts provided by the setup program to run the installation.

If you are installing an SSCR Release 3.X upgrade release (where "3.X" is the release number), the database may be updated after all workstation installations are complete. The database update occurs when a user accesses SSCR for the first time. Subsequent installations may update the database, depending on the nature of the release and the issues or enhancements being added.

> **Note:** All workstations should be upgraded with the upgrade release before you open the SSCR software to run the database update. If you fail to do this, any workstation not updated receives a database mismatch error message if a user tries to run SSCR.

Note: If you are adding a workstation to your network environment, perform a **Workstation Full** installation of the current release of SSCR for that workstation.

To Install Subsequent and Future Releases

For all future releases of SSCR Release 3.X (where "3.X" is the release number), you must do a **Workstation Custom** installation to ensure the database structure is updated but not overwritten. Follow the instructions in "Subsequent Network Installation" for more information.

Note: Some SSCR service releases may only update program files on your workstations and not perform any updates to your database. Refer to the electronic announcement and other documentation posted for a given SSCR releases for more information on the installation process that should be performed.

Instructions for Schools with Diskette Directories on a Server

To Install the Software "Disk" Files

If you want to copy the installation "disk" files to a file server so you can perform workstation installations from the server, use the following steps:

1. Create an "Install" folder, then create subdirectory "disk" folders for each diskette folder downloaded from the FSAdownload Web site. For example, if you need to download six diskette installation files, then create the overall directory and six subdirectories on the file server as displayed below:

   \Install

   \Install\DISK1

   \Install\DISK2

   \Install\DISK3

   \Install\DISK4

   \Install\DISK5

   \Install\DISK6

   Note: The parent folder can have any name, but the subdirectories must be named DISK1, DISK2, etc.

2. Download each "disk" file from the FSAdownload Web site into its corresponding folder on the server.

3. You can now install SSCR from the file server by running **setup.exe** from the DISK1 folder on the server instead of carrying the CD or Zip drive to each workstation.

LAN Server Compatibility

SSCR can be used as single-user or multi-user software. It can be run on the following network operating systems:

- Novell NetWare 3.x, 4.x, and 5.x

- Windows 2000 Server

- Windows 2000 Advanced Server

- Windows 2003 Server

Caution: You should not run SSCR on peer-to-peer networks such as Artisoft LANtastic, Microsoft Windows for Workgroups, or Novell's Personal NetWare.

According to the Microsoft Knowledge Base, some anomalies have been known to occur when using Microsoft Access with the following networks:

- DEC Pathworks

- IBM LAN Server

- Sun PC-NFS

Since SSCR makes extensive use of Microsoft Access as a database engine, do not use these network operating systems with SSCR.

LAN Cautions

When multiple users are concurrently updating the databases in the SSCR software, the student records being modified are locked. Also, certain functions are locked when concurrent access would degrade the system or disrupt a process.

Examples include:

- The database is locked when the executing function is mass loading records, such as the Import function.
- Records are locked when an executing function needs stable data for updating or printing.

LAN Messages

Novell

These messages notify users when a locking situation occurs:

LAN Error Message

Condition

<Database> is locked and cannot be accessed at this time.

If the database remains locked after five seconds of continual attempts, you are returned to the menu bar or to the point before execution.

Record in use - Retry later.

If the record remains locked after five seconds of continual attempts, you are returned to the menu bar or to the point before execution.

Function in use - Retry later.

If the function remains locked after five seconds of continual attempts, you are returned to the menu bar.

Windows 2000 or XP

If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, the installer warns you that you do not have sufficient rights to install SSCR. After an Administrator has installed SSCR, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues.

For more information, visit microsoft.com and search for "file protection" to view Microsoft articles explaining the technical details of Windows 2000/XP file protection.

Additional LAN Instructions

If you are using a NetWare product, enter the following commands from the NetWare Server Console prompt:

Set Maximum Record Locks Per Connection = 10000

This line should also be added to the AUTOEXEC.ncf file on the NetWare server.

Getting Help

Basics

To get help with the installation of SSCR:

- Review installation instructions.

- Become familiar with your PC.

- Contact your system administrator.

- Use SSCR online Help.

- Contact Technical Support.

- Review Sources of Assistance for Schools.

These approaches are described in the succeeding sections.

Review Installation Instructions

If you have problems installing SSCR, first review the installation instructions again.

Try repeating the installation process (make sure you include all steps).

If you are still having difficulty, contact CPS/SAIG Technical Support.

Become Familiar with Your PC

After you have successfully completed the SSCR installation, click **System Information** from the Help menu.

Compare this information to the required configuration listed at the beginning of this section. You may need to upgrade your equipment or your system's configuration.

Contact Your System Administrator

Your school or organization may have additional instructions for your PC. For example, you can get an error if you are trying to install SSCR to a drive for which you do not have access.

Use SSCR Online Help

Instead of a paper user's guide, SSCR has online Help.

General help is available from the menu bar and field help is available by pressing the **F1** key.

See the topic "Using Help" in the online Help for more information.

You can access online Help by any of the following methods:

- From the **Help** menu, choose a Help command.

- Choose the **Help** button available in most dialog boxes.

- Use the keyboard to select an item from a menu, and then press **F1** to see a description of the item.

- Select a dialog box option or command and then press **F1**, or click the **Help** button to move directly to an explanation of the option.

- Use the **Context Help** toolbar button to obtain help on menu options and other toolbars.

Technical Support

Contact FSA Technical Support

FSATECH is an e-mail listserv for technical questions about the U.S. Department of Education's FSA systems, software, and mainframe products. For more information about FSATECH, including how to subscribe, visit the FSA Schools Portal Listservs & Mailing Lists:

ed.gov/offices/FSA/services/fsatechsubscribe.html

For FSA technical support, post an e-mail (including your TG number and all pertinent contact information) with your question. You will receive a response from FSA staff or the financial aid partner responsible for the system which you have a question.

Note: You must subscribe to FSATECH to send and receive messages from the list.

CPS/SAIG Technical Support

CPS/SAIG Technical Support can assist you with any questions regarding:

- Technical assistance

- SSCR software functionality

- EDconnect functionality

Call CPS/SAIG Technical Support at:

800/330-5947

TDD/TTY: 800/511-5806

or e-mail your inquiries to CPS/SAIG Technical Support at:

CPSSAIG@ed.gov

See the topic "CPS/SAIG Technical Support" in the online Help for more information.

Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays.

Guidelines for Calling Technical Support

When you call CPS/SAIG Technical Support, you must be at your PC and prepared to provide the following information:

- Your TG ID (TG followed by a 5-digit number).

- The release of the software you are using (under Help/About SSCR for Windows).

- The type of hardware/network you are using (including total RAM, version of Microsoft Windows, other running applications, LAN type if applicable, available disk space, and type of memory management being used).

- The exact wording of any error messages you received, as they appeared on your screen.

- A detailed description of the utility or function you were running when the error occurred, and the steps you took to get to that utility or function.

- A description of any resolution steps you took before calling.

CPS/SAIG Voice Response System

The CPS/SAIG Voice Response System has a telephone routing system to assist you in designated areas. When you call, you are asked to **enter 1** for an English-speaking operator or **enter 2** for a Spanish-speaking operator.

Review Sources of Assistance for Schools

Sources of Assistance for Schools is a document that contains helpful contact information for all FSA programs, including frequently used help lines, e-mail addresses, and Web sites. You can download the *Sources of Assistance for Schools* from the FSAdownload Web site located at fsadownload.ed.gov.